



Welcome to ACES\$

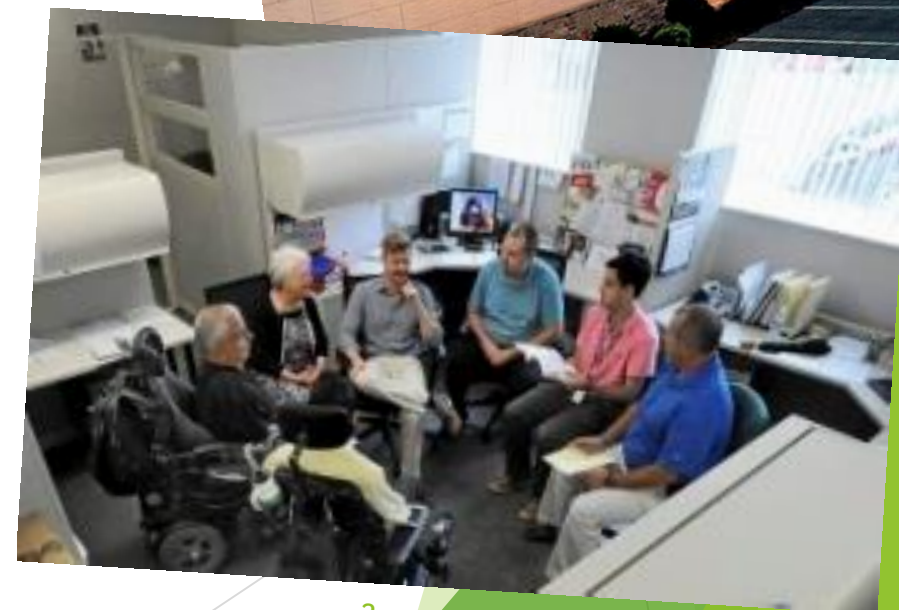
Participant-Directed HCBS Financial Management Services Provider

We can be independent when we do it together!

www.mycil.org

About ACES\$ Financial Management Services

- ▶ ACES\$ FMS is a subsidiary of the Center for Independent Living (CIL), headquartered in Northeast Pennsylvania, where we have served persons with disabilities since 1988.
- ▶ We began providing FMS in 1995. ACES\$ Financial Management Services was officially launched in 2007 as a subsidiary of the CIL.
- ▶ We approach FMS services with an *Independent Living Philosophy* behind it - to us, **THIS IS MORE THAN JUST PAYROLL**
- ▶ Members of our staff and Board of Directors actively use our services.
- ▶ As a disability services organization, the majority of our employees (55%) have a disability.



Background on our Leadership: Strong Leaders Inspire Strong Organizations

- ▶ Tim Moran

- ▶ CEO, Center for Independent Living and ACES\$ Financial Management Services



2013: 25th Anniversary Lunch



2015: ARC of Illinois
Developmental Disabilities
Conference



2015: "CIL-ebration" Celebrating
the Anniversary of ADA



*The world is changed by your
example, Not by your opinion...*

Our Mission

To improve and enhance independent living options for persons with disabilities, as well as those who are aging and want to live independently.

- ▶ As an organization that embraces the philosophy of self-determined services, we believe that individuals should have:
 - ▶ Freedom to plan an independent life with the supports they need
 - ▶ Authority to control their support dollars and responsibility for the use of those dollars
 - ▶ Support to live *and* be involved in the community in a way that suits their preferences
 - ▶ Responsibility to direct how and when supports and services are received



Non-profit organization that REINVESTS in the communities we serve

- ▶ We do not have shareholders, all profits are reinvested to create more service programs, or into the community
- ▶ Our Work with Community Organizations
 - ▶ We establish ourselves in every State we serve by working with local entities
 - ▶ Colorado Work Year One:
 - ▶ CCDC - have participated/sponsored events such as the ADA Celebration and Leadership Conference
 - ▶ Alliance Colorado Communities for People with Developmental Disabilities
 - ▶ LPAG- License Plate Auction Group
 - ▶ University of Denver Technology Expo

Have ideas on how we can work within the community?

Let Jason know!

Jason Smith

Colorado Program Director

Jsmith@mycil.org / 844-776-7595



Customer Service and Accessibility

- ▶ When you call with questions you get a LIVE person in our DENVER office, not a call center
 - ▶ No call queue, long waits for a returned call, or unanswered emails
- ▶ Our staff develop personal relationships with those we serve
- ▶ Staff are here to help
- ▶ Our in-state location is ADA compliant and accessible via transit lines



Maureen Pepin
Client Care
Supervisor
&
Athena

Jason Smith
Program Director
&
Rex

Paige Kelley
Client Care
Specialist
&
Lexi

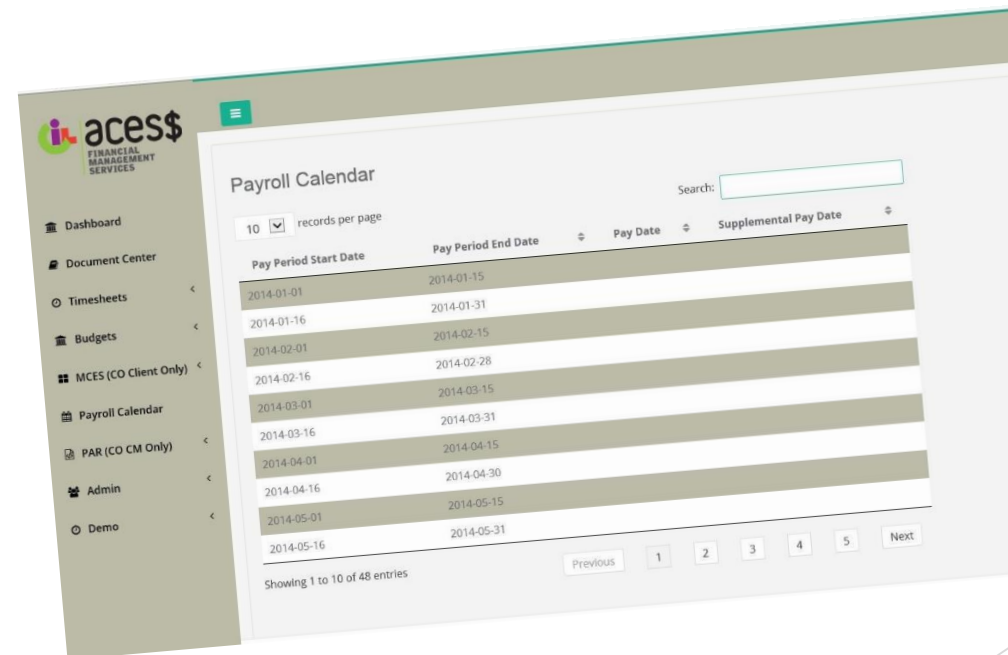
What Motivates You?

"The desire to make a difference in the lives of our clients by educating, training and creating opportunities!"

Jason Smith, Program Director, Colorado ACES\$

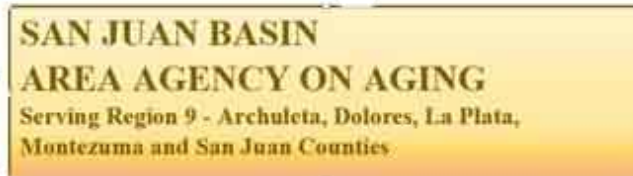
Submission of Timesheets

- ▶ Submit timesheets by mail, fax, or online, ANYTIME
- ▶ Attendants can submit timesheets by a variety of methods.
- ▶ All (regardless of submission method) will populate up to our online system for easy monitoring and approval by the Client.



Outreach

- ▶ Our staff frequently visit, IN-PERSON, with the case managers, and other community organizations, ACROSS the ENTIRE state. We want to get to know you!
- ▶ Just to name a few:



Central Colorado - Buena Vista, Creede, Fairplay, Leadville, and Salida

Attendant Registry

- ▶ Allows Clients or Authorized Representatives to search based on the following:
 - ▶ Geographic Area willing to serve
 - ▶ Skills
 - ▶ Schedule of availability
 - ▶ Wage rate range
 - ▶ Type of employment (Full time, part time, emergency back-up)
 - ▶ Background check clearances
- ▶ Provides contact information
- ▶ Available as a search engine through our online timesheet system
- ▶ Clients can also contact us and we will run a search to generate a list of available Attendants. This information can be provided over the phone, emailed, faxed or mailed to the Client.



AwC to FEA Transition

- ▶ ACCESS\$ has been proactive during the transition
 - ▶ Packets were prefilled for our Clients and Attendants
 - ▶ Sent overnight, with pre-paid postage return envelope
 - ▶ Transition is 85% complete within the first month
 - ▶ Customer Service plays an active role in explaining the transition to our Clients. We make sure they understand the transition process.



What our Consumers Think- Direct Quotes from our Client, Attendant and Case Manager Surveys

“I was very impressed that they came right out to enroll us. Both people were super friendly and very enthusiastic.” CDASS Attendant

“Jason made the process very easy, he helped through every step of the way!” CDASS Client

“Outstanding customer service.” CDASS Client

“Every contact I've had with people from ACES\$ has been wonderful!” CDASS Client

“My client called and was treated very well.” CDASS Case Manager

“Never had such great customer service!” CDASS Case Manager

“Jason, Tim and all the staff are great to work with!!” CDASS Client

“No complaints; No issues. A very straight-forward cyber-system..” CDASS Attendant

“I like your system, it's very easy to navigate.” CDASS Case Manager

“Jason and the staff were very patient and helpful.” CDASS Case Manager

“Maureen is the best and most helpful person ever!” CDASS Case Manager

QUESTIONS ?

Contact:

Tim Moran

800-344-7211 Extension 707

Tmoran@mycil.org

